

## COVID Pass – Caregiver Self-Screening Tool

### Frequently Asked Questions

#### Caregivers

- **Why are we using this tool? What are the benefits?**

We are implementing this tool to help reduce the number of caregivers who come to work when symptomatic, which will help limit caregiver, patient and visitor exposure to illness and keep our work environment safe. The tool will also provide early detection of illness among caregivers, helping prevent spread of illness and assure caregivers have needed care when sick. COVID Pass complements the thermal scanning stations by inquiring about additional symptoms of COVID-19 and needs to be done in addition to the thermal scanning station screening.

- **What types of questions does COVID Pass ask?**

The COVID Pass questionnaire asks screening questions that evaluate a variety of symptoms including fever, severe cough, shortness of breath, muscle aches, fatigue, new loss of taste or smell, and chills. COVID Pass screening questions align with Cleveland Clinic’s interpretation of regulatory agencies’ recommendations for returning to the workplace and are subject to change.

- **When should I complete COVID Pass?**

You should complete COVID Pass each day you are scheduled work at a Cleveland Clinic facility, prior to beginning your shift. If possible, we advise you to complete COVID Pass before arriving onsite, so that if you are not permitted to work, you can complete the normal call-off procedure prior to your shift start. If you are not cleared to work, you will also need to contact the COVID-19 Caregiver Hotline to have your symptoms evaluated.

- **Is thermal scanning still required if I complete COVID Pass?**

Yes. You should still enter a Cleveland Clinic facility through a designated entrance with a thermal scanning station or as instructed by your department, in addition to completing COVID Pass. The thermal scanning station does not replace the need to complete COVID Pass.

- **Why are we having caregivers do both the COVID Pass and the thermal screening at the entrances?**

COVID Pass and the thermal scanning stations complement each other. COVID Pass asks self-reported questions about several COVID-19 symptoms, while the thermal scan evaluates caregivers’ temperature in real time. Completing both precautions means we have more layers of protection in place for keeping our workplace safe.

- **I don’t have a mobile device or computer. How should I complete COVID Pass?**

If you do not have smartphone or computer access, you should enter a Cleveland Clinic facility through a designated entrance with a thermal scanning station or as instructed by your department. You should then complete the screening questionnaire from a workstation computer or shared mobile device. Caregivers who have COVID-like symptoms should follow the

normal department protocols for call offs and contact the COVID-19 Caregiver Hotline to be assessed before coming to work.

Caregivers with a Cleveland Clinic-issued mobile device will find COVID Pass pushed out to the home screen of their phones.

- **I work at a facility that does not have a dedicated entrance with a thermal scanning station. How should I complete the COVID Pass if I don't have a mobile device or computer?**  
Caregivers without a smartphone or computer access should follow their department's process for thermal scanning, and proceed with completing the screening questionnaire from a workstation computer or shared mobile device.

- **What guidance do you have for caregivers working in locations without a thermal scanning station?**

These caregivers should complete COVID Pass and continue to follow individual facility guidelines upon entry to their location.

- **Who needs to complete COVID Pass? Are contractors included? What about caregivers working from home?**

All Cleveland Clinic employees need to complete COVID Pass each day they are scheduled to work onsite at a Cleveland Clinic facility. The initial roll out includes Cleveland Clinic employees. At this time, contract workers are not required to participate in COVID Pass, but must still follow facility screening procedures when entering a Cleveland Clinic location.

Caregivers working remotely from their personal residences are not required to complete COVID Pass.

- **If I screen positive, what should I do?**

If you screen positive via COVID Pass, do not report to work. You will need to follow your normal call off procedure as well as contact the COVID-19 Caregiver Hotline to have your symptoms evaluated.

COVID-19 Hotline for Ohio Caregivers: 216.445.8246

COVID-19 Hotline for Florida Caregivers: 800.546.4149

Nevada Occupational Health: 702.249.0198

- **Will I need to take PTO if I am not cleared to work?**

You should follow your normal time off pay procedures until you have called the COVID-19 Caregiver Hotline to have your symptoms evaluated. After that, it may be determined that a different pay code is appropriate.

- **For caregivers who report symptoms but can work remotely, rather than taking PTO, can they instead work remotely?**

Caregivers who report symptoms should follow their normal call off procedure and contact the COVID-19 Caregiver Hotline to have their symptoms evaluated. The determination as to whether they can work remotely on that day will be made between the caregiver and their manager.

- **Is it possible for COVID Pass to send reminders to complete the questionnaire at a certain time every day?**

No, COVID Pass does not have functionality to send reminders. Caregivers who have access to a smartphone or computer may consider setting up a reminder or calendar notification to complete the questionnaire.

- **How will the questionnaire data be used?**

Data will be reported to Occupational Health and used to monitor overall compliance, as well as identify any potential areas of COVID-19 exposure risk within the organization. Managers have access to reports with their team's compliance and clearance data.

General questions about health status do not qualify as protected health information. A caregiver's individual data is limited to how they answer the single general question and will be accessed only by Occupational Health, the caregiver's manager and HR Business Partner. For physicians, individual data access is limited to their Department Chair and Administrator.

- **How do I bookmark the COVID Pass site?**

Reference [the COVID Pass instructions](#) for steps to bookmark the COVID Pass site.

- **I bookmarked the COVID Pass site and now bypass the screening questions and only see instructions to enter work. What should I do?**

This is caused by bookmarking the site after completing the screening questions. Please be sure to bookmark the site before answering any of the screening questions.

- **When is a caregiver considered not cleared to work?**

If a caregiver responds 'yes' to having any symptom, they will not be cleared to work. They will be instructed to follow their normal call of procedure, as well as call the COVID-19 Caregiver Hotline for an assessment of their symptoms. Occupational Health will recommend appropriate next steps for the caregiver based on their evaluation.

- **Is COVID Pass also evaluating caregivers for symptoms of the flu?**

COVID Pass screens caregivers for symptoms of COVID-19, some of which are also symptoms of the flu. The goal of the tool is primarily to avoid caregivers coming to work while sick with COVID-19. Caregivers should not come to work when they are ill, including with the flu, and this tool will help reduce the number of caregivers coming to work when sick.

- **What happens if I am diagnosed with the flu? Will I be expected to take PTO?**

Caregivers will follow their normal time off pay practices.

## Managers

- **How should I access data for my team and what action do I need to take with the data?**  
Managers have access to compliance reports and should monitor compliance on a regular basis (suggested 2-3 times a week at the start of the program). HR will also conduct random audits and provide feedback to managers.

[Visit this Admin site](#) to monitor your direct report's records and compliance. The Admin site is best used on a PC or tablet, instead of a mobile device.

- **What process should I follow if my caregiver is not cleared to work?**  
If your caregiver is not cleared to work, they will be instructed to follow their normal call off procedure and call the COVID-19 Caregiver Hotline for an assessment of their symptoms. If a COVID-19 test is ordered based on assessment of symptoms, Occupational Health will notify the caregiver and manager of results. If a COVID-19 test is not ordered, the regular call off procedure is applied.
- **How are we monitoring tool use to ensure it isn't used in a fraudulent way?**  
Human Resources/Occupational health will be monitoring compliance frequently. Caregivers will need to log in to the app with their universal user name and password validate their identity.
- **My employees report to a non-Cleveland Clinic location. Do they have to complete COVID Pass?**  
Caregivers who work remotely in a location other than their home should still complete COVID Pass.